



# MUNICIPAL MINUTE



WINTER 2018-2019

PAGE 1

## Editor's Note:

This seasonal newsletter is produced by the City of Timmins' Communications Department for the benefit of the public. Our goal is to produce a quarterly bulletin, providing our residents with information we feel is relevant and of interest based on the current season.

We hope you will find value in reading this newsletter and learn more about our operations and our valued employees, who work hard to provide you with city services.

If there are municipal matters you would like to learn more about, we encourage you to contact us with any questions, comments and suggestions.

**Heather Duhn**  
[heather.duhn@timmins.ca](mailto:heather.duhn@timmins.ca)

Should you have questions or concerns regarding your services, we encourage you to contact Service Timmins, and one of our Customer Service Representatives will be happy to help you.

**Email**  
[servicetimmins@timmins.ca](mailto:servicetimmins@timmins.ca)  
or call 705-264-1331.

**After-hours emergencies:**  
705-264-1201



**Service Timmins staff from left to right: Jody, Jen, Stephanie, Sara, Tina and Riley. Absent from photo: Cyndee**

## SERVICE TIMMINS STAFF ARE HERE TO HELP

Service Timmins is up and running and ready to help residents by providing first contact resolution.

The new customer service centre, located on the first floor of City Hall, is staffed with friendly and knowledgeable employees. **Service Timmins was designed with the goal of providing customer service excellence by**

**providing consistently effective, accessible, reliable and responsive customer experiences for the community, and should be your go-to for all things City-related.**

The centre is open Monday to Friday from 8:30am to 4:30pm, but agents can also be contacted by phone at 705-264-1331 or by email at [servicetimmins@timmins.ca](mailto:servicetimmins@timmins.ca).

## WEBSITE REDESIGNED TO SERVE YOU BETTER

In addition to the recently opened customer service centre, Service Timmins, the City has launched a redesigned website that includes new and enhanced features to better serve the public.

The redesigning process included many staff hours and public surveys which helped focus on the essential areas of improvement, with the end goal of joining all City-run websites into one user-friendly and visually appealing format.

### New and Improved Features:

- **Mobile-friendly**, allowing easy navigation from any device;
- **Service Timmins Quick Link:** Directing you to Customer Service Representatives;
- **Timmins Recyclepedia App:** Allowing you to sign up for collection reminders. Features new **Waste Wizard** tool;
- **Quick Links** to frequently-used pages, services and social media platforms;

- **Links to community partners:** Directing to information and linking to a community events calendar;
- **“How do I...” Feature:** Optimizing user experience by making it easier to find information.
- **Efficient search engine;**
- **Parking Permit:** Allowing the online purchase of a permit or payment of traffic ticket;
- **Passport Parking:** Use the passport cell phone app or visit [m.ppprk.com](http://m.ppprk.com) to make payment for parking in Downtown Timmins;
- **Transit Tracker:** Providing riders with the estimated time of arrival at their designated stops. Find it at [tracker.transit.ca](http://tracker.transit.ca);
- **Overall visual appeal** is clear-cut, comprehensive, and easier to navigate;
- The website uses a Google Translate service to provide an immediate and consistent French translation of services to our audiences.



# MUNICIPAL MINUTE



WINTER 2018-2019

PAGE 2

## LONG, COLD WINTERS CALL FOR COOPERATION

While City crews are working to keep the streets clean throughout the winter, we ask that residents please be patient and cooperative during this long, cold winter season.

**Plowing operations take priority over snow removal:**

Plowing operations fall under the Minimum Maintenance Standards as per the Highway Traffic Act, while snow removal is not required or mandated in any form. The City of Timmins provides this service in order to enhance the level of road safety in the community.

**Clearing snow from private property:** When clearing snow from your property, it is important to adhere to the guidelines set out in the City of Timmins Snow By-Law (1993-4162). Firstly, as residents, we must never place snow from our property out onto the street or sidewalk. Snow on the street or sidewalk can create various safety hazards, obstruct pedestrian traffic and/or put the city at an unnecessary risk of liability. It is also important to ensure that the snow we clear to gain access to our driveways does not obstruct the view of drivers or put pedestrians at risk by forcing them to walk further onto the road than necessary.

If you see someone placing their snow on the street, and wish to report them, you may do so by contacting Service Timmins by telephone at 705-264-1331 or by email at [servicetimmins@timmins.ca](mailto:servicetimmins@timmins.ca)

**Keep hydrants clear of ice and snow:** In an emergency, every second matters. Fire hydrants that are blocked,



concealed or difficult to access due to snow or ice can impede emergency fire response. You can help reduce the risk by keeping nearby fire hydrants clear and accessible. The City of Timmins works hard to keep these clear. Please ensure you are not creating barriers when piling your snow.

**Extra caution when approaching equipment:** The safety of our residents and staff is our number one priority, and we remind motorists to be extra vigilant when approaching snow plowing equipment. When safe to do so, the operators may at times back up or travel into opposing lanes. The operator of a road service vehicle is exempt from certain sections of the Highway Traffic Act when precautions are taken to eliminate any hazard. Motorists are advised to keep a safe distance from winter maintenance equipment, and if necessary and safe to pass, to always ensure they are seen by the operator.

## MANOR DEMONSTRATES HIGH QUALITY OF CARE

The Golden Manor recently achieved Primer status with Accreditation Canada, a precursor to full Accreditation status which they are working towards between now and 2020.



The Primer is designed specifically to help organizations new to accreditation build resources and capacity, and strengthen basic structures and processes related to quality and safety before moving onto the full accreditation program. The Manor was assessed on 89 standards and were found to be 100 per cent compliant, an accomplishment that reflects the high quality of care at the Golden Manor, and one that we are very proud of.

## DID YOU KNOW?



The City of Timmins is responsible for the care and maintenance of 46 bridges and large culverts throughout the city? This past summer and fall, the Engineering team successfully completed the reconstruction of the Kraft Creek Bridge, pictured here.